TRICARE Online is the Department of Defense's online patient-focused portal providing eligible beneficiaries who receive care at a Military Treatment Facility or clinic, access to online health care information and services including appointment, Blue Button, prescription refill, secure messaging and health risk assessments. TRICARE beneficiaries and their family members who are at least 18 years old are eligible for a TOL account. www.tricareonline.com

The TOL website provides:

- **Appointment Center**—Schedule, view, set reminders, and cancel primary care and select self referral specialty appointments

- **Blue Button**—Access personal health data; View, download or print your lab results, outpatient medication profile, allergy profile or problem list.

- **Prescription Refill**—Request refills for MTF pick up, check status or link to the TRICARE Mail Order Pharmacy to schedule home delivery.

- **Secure Messaging**—Link to access a robust bi-directional messaging capability to communicate with your health care team.

- **Health Risk Assessments, Resource Center and more.**

TRICARE Online links you and your family members to health care services, resources, and information through a secure Internet environment.

There are videos available for viewing to include:

- TRICARE overview on how you can manage your personal health data

- TRICARE Online provides quick, easy health care access

- TRICARE video for an overview on improved access to TRICARE Online

A link to www.tricare.mil is provided for information on eligibility, costs, plans and enrollment in TRICARE.

Clicking the link for the Resource Center provides thousands of pages of additional information.

Registration on TRICARE Online is easy.

1. Go to www.tricareonline.com

2. Click on the Log In link

3. Choose one of three ways to register or activate to Log in. From this page you can manage your logon profile settings.

If you need assistance or have other questions you may contact an Administrator at DDEAMC by calling (706) 787-8047.

ARMY MEDICINE
Serving To Heal...Honored To Serve

Dwight D. Eisenhower Army Medical Center

300 Hospital Road
Fort Gordon, GA 30905
www.ddeamc.amedd.army.mil

PATIENT GUIDE TO ONLINE SERVICES

Access is Power!
TRICARE Online

AND

ARMY MEDICINE
Serving To Heal...Honored To Serve
SECURE MESSAGING SERVICE

TWO WAYS TO SERVE YOU!

February 2014

Secure Messaging

As part of our Patient-Centered Medical Home, Dwight D. Eisenhower Army Medical Center Clinics offer our patients access to a secure on-line messaging service. The Army's name for this service is Army Medical Secure Messaging Service.

Secure Messaging is a secure management service that allows confidential information to be exchanged between a patient and their Medical Care Team without fear of being intercepted by unintended recipients.

Secure Messaging offers much more than just a way to e-mail your Medical Home.

Why Secure Messaging?

You can

- **Request** medication renewals
- **Request** Lab or Radiology results
- **Send a question** to your nurse or doctor
- **Receive reminders** for upcoming appointments or tests
- **View information** of interest or related to your condition. (there are approx. 5000 patient handouts available to search at your leisure

THERE IS NO CHARGE TO THE PATIENT

How to Enroll

Enrollment is available to all Active Duty, Retirees and Dependents in the Military Medical System.

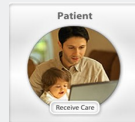You can enroll in either of the following ways:

- **When you check in at the front desk** for an appointment, tell the clerk and they can enroll you on the spot.

or

- Go to our web site: www.ddeamc.amedd.army.mil/pcmh and choose GET STARTED on the home page

Not Registered? Get Started!

- On the next page choose to enter as a PATIENT

Patient **Receive Care**

- Then follow the instructions to

Register Your Account

If you choose to enroll online, you will receive a phone call from your home clinic to verify that you requested this service. After that, you will receive an e-mail, usually within the next 72 hours, asking you to go into the website and complete your registration.

www.ddeamc.amedd.army.mil/pcmh

Completing Registration

ACTIVATING YOUR ACCOUNT

After you provide your e-mail address to the front desk, you should receive an e-mail from *Secure Messaging*, inviting you to join.

This e-mail may be in your Junk or Spam e-mail folder.

Click on the Link in the e-mail to go into *Secure Messaging* to complete the registration process.

- **Follow** the instructions.
- **Decide on a password,** Your user name and password can be the same as other accounts, if you feel it will be easier to remember.
- **Choose your** security questions.
- **That's it!** You will receive a message when you may begin using the system — usually within 24 hours.

If you need assistance or more information, you may contact a DDEAMC Administrator by calling (706) 787-8047.